COMPUTER OPERATOR II

Class Definition

Under supervision, operates an electronic computer and its peripheral equipment for data processing and data communications.

Distinguishing Characteristics

Computer Operator II is the journey level class in the Computer Operator series. Incumbents operate an electronic computer, data communications equipment, and peripheral equipment; assist in scheduling computer operations and coordinating distributed data processing facilities in user departments; and may receive special staff assignments such as updating operations manuals or documentation and maintaining operations inventory system. This class is distinguished from Computer Operator I in that the latter is the entry level class in which incumbents perform assignments under close supervision while learning to operate an electronic computer and other functions related to data processing. This class is distinguished from Computer Operator III in that incumbents of the latter are leadworkers with primary responsibility for scheduling computer operations.

Typical Tasks

(An incumbent may not be assigned all duties listed, nor do the examples cover all duties which may be assigned.)

Receives and records computer input data from City departments.

Provides necessary input, and instructions needed, to expedite processing of data.

Reviews computer output data for completeness.

Operates an electronic computer and its peripheral equipment, such as consoles, tape drives, communications equipment, and printers.

Maintains control over the location and length of retention of tapes, files and other documentation stored in the tape library.

Monitors computer console to keep abreast of changes or problems in the processing of difficult and complex programs.

Responds to requests for diagnostic and remedial procedures on local and remote controllers, modems, and other communications equipment; ensures all communications lines and equipment are functioning properly during normal periods of operation.

Responds to requests for assistance in proper operation and procedural instruction for display terminals, remote printers, personal computers, and other workstation equipment attached to central computers.

Performs "loopback" tests and other diagnostic routines.

Installs communications equipment, data communications wiring, workstations, and other related equipment; instructs users in proper operation of installed equipment.

Assists in configuration and device assignments for printers, communications controllers, display terminals, and other workstation and communications equipment.

Prepares output data by bursting, decollating, organizing, and recording printouts and other materials.

Assists with scheduling operation of the computer, such as scheduling computer time to meet production needs, modifying schedules to meet deadlines and coordinating emergency scheduling if required by machine malfunction or shortage of personnel.

Assists in coordinating and monitoring usage of distributed data processing facilities in user departments, such as developing statistics and reports regarding productive use of data entry and terminal equipment and personnel within the City.

Confers with user departments on the handling of input and output data.

Delivers output data to user departments.

Maintains forms stocks by moving and stacking forms and supplies, inventory control, stocking and ordering.

Performs special staff assignments such as updating operation manuals, designing forms control inventory systems, or other related tasks.

Performs related duties as required.

Knowledge, Abilities, and Skills

Knowledge of the standard methods and practices involved in operating electronic data processing equipment, including computers, peripheral devices, and data communications equipment.

Knowledge of functions of modems, communications controllers, local controllers, remote systems printers, and configuration processes.

Knowledge of detailed job step instructions.

Knowledge of disk operating and magnetic tape systems.

Knowledge of modern office methods.

Knowledge of job set-up or data entry for computer applications.

Ability to understand and carry out complex oral and written instructions.

Ability to organize work and carry through established procedures and work plans to meet established schedules.

Ability to deal with more complex tasks of scheduling distributed data processing facilities.

Ability to establish and maintain effective working relationships with fellow employees and representatives of user departments.

Skill in operating a computer, peripheral devices, and data communications equipment.

Minimum Qualifications

One year of experience as a Computer Operator I in the City service; or two years of equivalent full-time paid work experience as a computer operator.

Necessary Special Requirement

Possession of a valid California Driver's License may be required at time of appointment.

APPROVED: _____   DATE: _____
                              Director of Personnel

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